

## FAMILY ADVOCATE POSITION DESCRIPTION

*May 2021*

### Organizational Description:

Since 1997, CALICO, the Child Abuse Listening, Interviewing and Coordination Center, has served as a multi-disciplinary hub, bringing together detectives, child welfare workers, prosecutors and other professionals to respond collaboratively to child abuse allegations, elicit children's testimonies, and link children and families with vital therapeutic, medical and legal support services in Alameda County.

Our mission is to provide a supportive environment to interview children and facilitate a collaborative response to child abuse in which the needs of children take precedence. CALICO aids 500-600 toddlers, children and adolescents as well as adults with developmental disabilities annually, most of whom were sexually abused, and many of whom were physically hurt, neglected, sexually exploited, or witnesses to violence in their home or community.

**Position Title:** Family Advocate

**Classification/Benefits:** Full-time, exempt (37.5 hours, plus vacation, sick and holiday leave; group health, vision and dental insurance; matching 403b plan)

**Starting Salary Range:** \$55,000 – \$65,000 annually (negotiable depending on experience)

**Reports To:** CALICO Executive Director and receives weekly clinical supervision from the Manager of the Center for Child Protection (CCP), UCSF Benioff Children's Hospital Oakland.

**Position Description:** The Family Advocate (FA) provides leadership to and oversight of the family support services provided to CALICO clients. These services are based on the premise that one of the best ways to support abused children is to support their non-offending caregivers. The FA acts as a liaison/advocate for CALICO families, is an expert in mental health issues affecting child abuse victims, and is familiar with the range of relevant services available in Alameda County.

### Responsibilities:

The position will currently be assigned 100% to CALICO, but pending re-opening after the pandemic this position may be assigned 80% to CALICO and 20% to the Center for Child Protection at UCSF Benioff Children's Hospital Oakland. Main responsibilities are as follows:

- Provide clinical case management services to families served at CALICO/CCP.
- Meet with non-offending caregivers to assess psycho-social needs, connect them with government and community-based agencies serving victims of crime, and follow up to ensure services are obtained.
- Provide on-site crisis intervention (but not ongoing counseling) to non-offending caregivers, as needed.

- Coordinate referrals to relevant government agencies, community-based organizations, and service providers.
- Act as an advocate/liaison between CALICO/CCP families and public agencies (including law enforcement, Children and Family Services and the District Attorney's Office) and community-based programs serving victims of violent crime.
- Follow up with families to answer questions and troubleshoot barriers to accessing services.
- Be familiar with relevant service available throughout Alameda County and maintain strong relationships with service providers.
- Develop and disseminate information and resource packets, as needed.
- Represent CALICO through speaking engagements in the community.
- Track services rendered, outcomes and client feedback to facilitate accurate data reporting.
- Participate in monthly staff meetings and case review meetings.

**Qualifications:**

- Masters degree (MSW, MFT or related) required (applicants without a masters degree but relevant years of experience may be considered)
- Knowledge and experience in child abuse investigation, intervention, treatment and/or prevention.
- Knowledge of child development, the impact of trauma on toddlers, children and adolescents, and appropriate clinical interventions.
- Familiarity with resources for and agencies serving children and families in Alameda County; knowledge of the Victim/Witness and California Victim Compensation Programs helpful.
- Demonstrated skills in crisis intervention and conflict resolution.
- Ability to build collaborative relationships and interface with representatives from other programs.
- Demonstrated skills in working with clients in a respectful manner that promotes cultural sensitivity.
- Excellent interpersonal skills and the ability to provide support for clients on a day-to-day basis.
- Proven attention to detail plus the ability to organize resources, record and report data, and assist in the tracking and reporting of client feedback.
- Strong written and verbal skills.
- Computer skills including Microsoft Word, Excel and Access or comparable software.
- Must pass a background check clearance.
- Must be able to travel back and forth between the San Leandro and Oakland offices on any given day.
- Occasional on-call and scheduled evening and weekend work is required to accommodate clients and CALICO events.
- Preference given to candidates who are bilingual in Spanish, Cantonese, Vietnamese, Tagalog, Mandarin or Spanish (not required).

**To Apply:**

Email cover letter and resume to: [careers@calicocenter.org](mailto:careers@calicocenter.org) with the subject line "Family Advocate Application." Applicants selected for interviews must provide references upon request by the hiring committee.

***CALICO is an equal opportunity/affirmative action employer.***